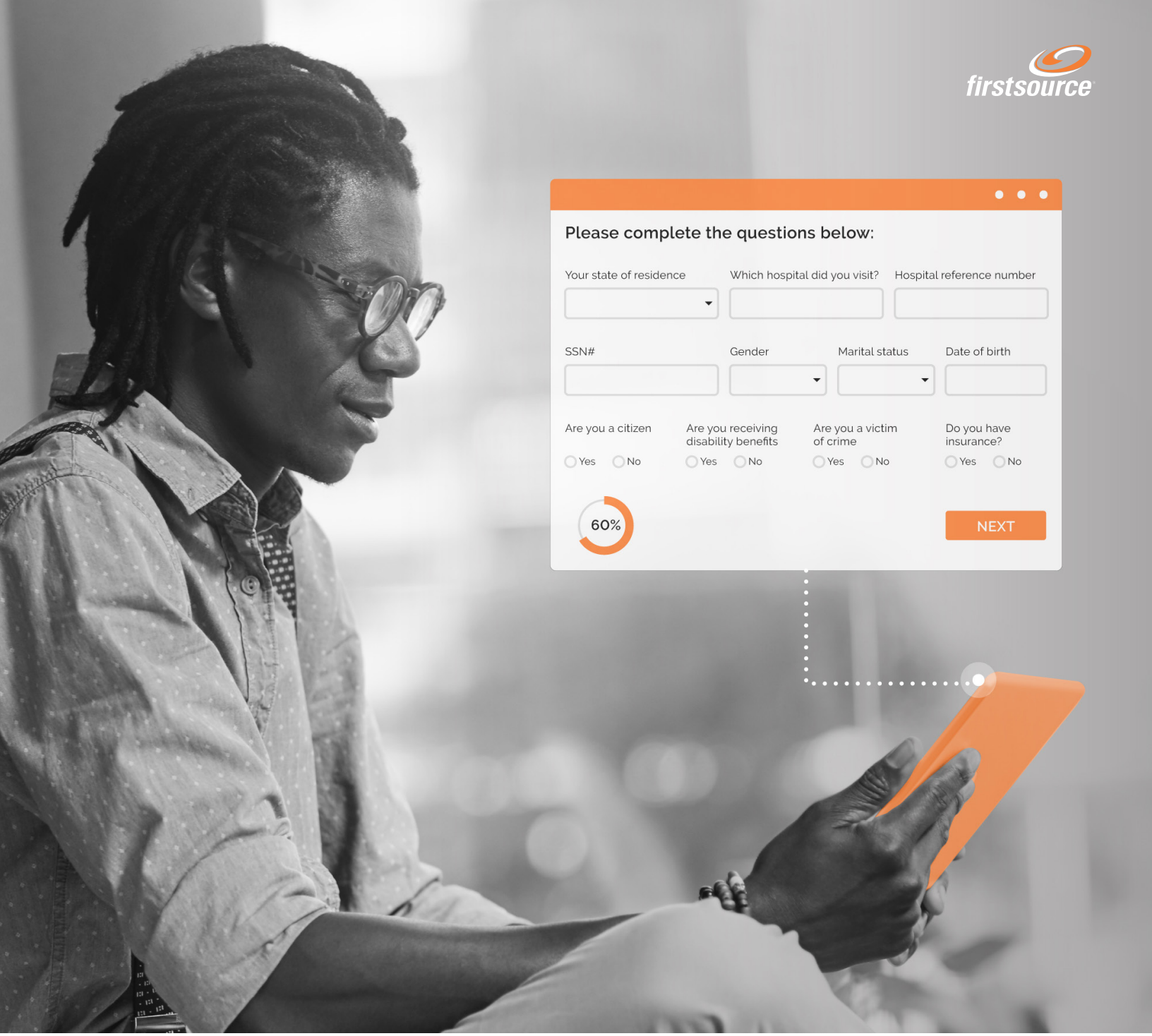


FIRSTSOURCE HEALTHCARE CLOUD

Financial Assistance Screening

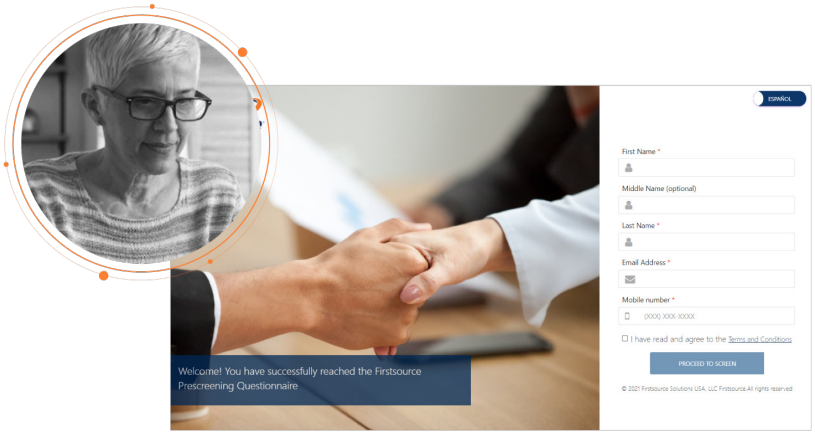
Cloud-first services for accelerated value

Patients are increasingly responsible for a larger proportion of healthcare costs. High co-pays and significant out-of-pocket costs are making healthcare unaffordable – even for those with health coverage.

12.5% of US adults aged 19 to 64 were uninsured while 43.4% of the same age group were underinsured as of June 2020.

Rural patients are likely to be more uninsured or underinsured as compared to other population groups. They depend heavily on alternative funding sources to cover their medical bills. So do rural hospitals – they need to help their patients identify potential funding sources to ensure financial viability.

Many uninsured and underinsured patients with limited credit history are unwilling to navigate the charity care process, leaving Providers struggling to determine patient eligibility.



Financial Assistance Screening Services over the cloud

Firstsource Healthcare Cloud: Financial Assistance Screening Services, help underinsured and uninsured patients digitally navigate government and charity care and enroll in eligible programs.

The digital portal enables patients to log in and answer eligibility screening questions – at a time of their convenience and from their own device. Our representatives follow up with qualified patients via telephone, as needed, for full screening.

Key benefits

The cloud-first solution simplifies and accelerates the financial assistance process for both hospitals and patients. It help you achieve **higher screening rates – 95% inpatient, 60% outpatient, and 95.5% ED inpatient and outpatient.** Additional benefits include:

- Patient quickly engaged in the screening process
- Increased efficiency, accuracy and staff productivity
- Predictable and automated workflow
- Enhanced experienced and patient satisfaction

Solution features

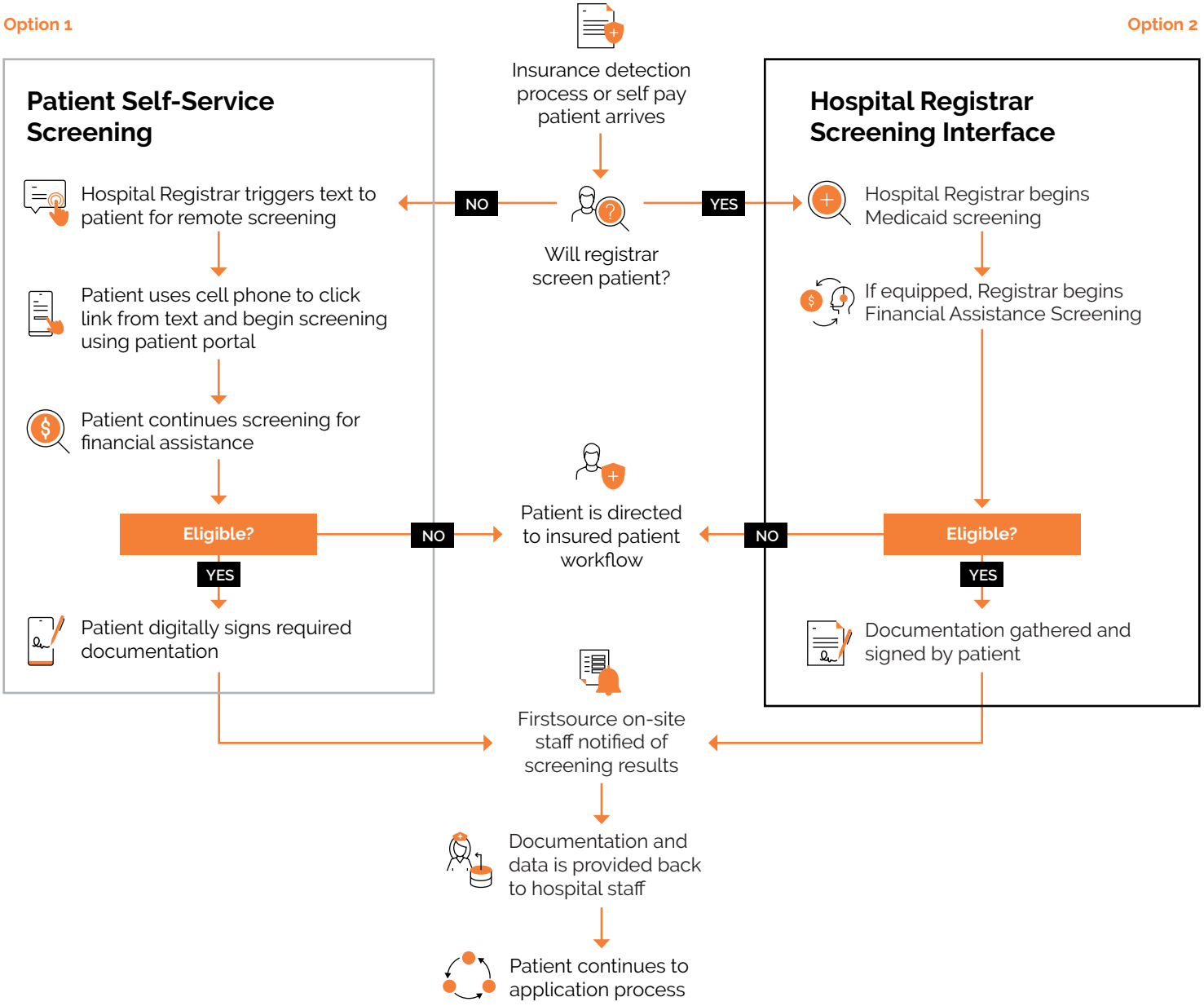
Our Financial Assistance Screening Services enable Hospital Registrars to text our Patient Portal link to patients identified as self-pay. The link also provides an option to print and mail a 'Screening Letter or Postcard' to patients

The link takes patients through a set of screening questions. The questions gather data around demographics, insurance/Medicare and disability benefits, state residency, family member details, gross income, assets and expenses.

Based on the information collected, it rules out a patient's ability to pay their account in full or make payment arrangements.

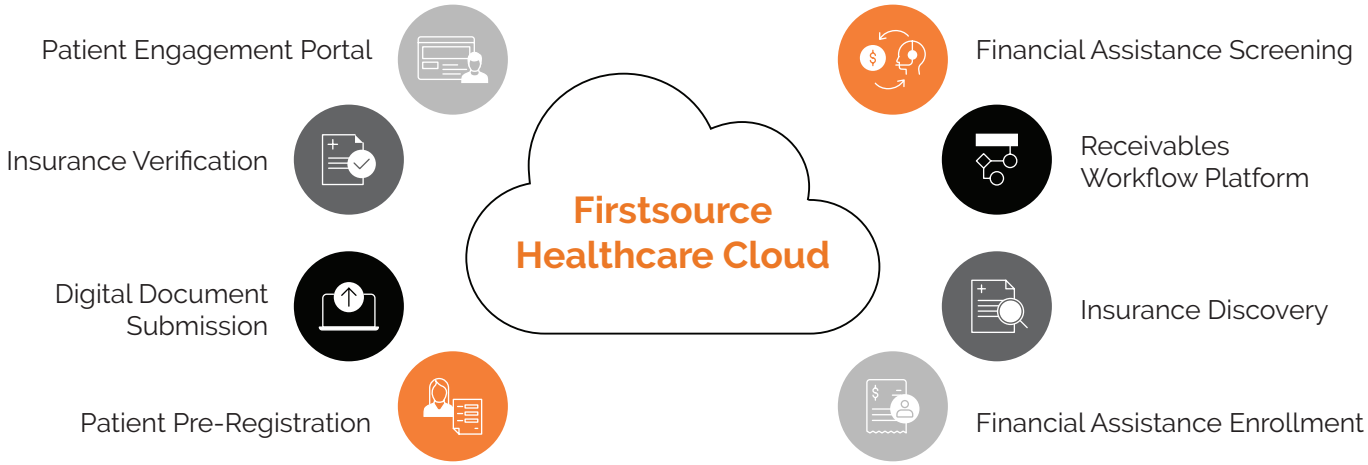
It then checks if the patient is eligible for a county, state or federal program. If the patient is deemed ineligible, the solution assists them with filing for your hospital's financial assistance program.

How does it work



Financial Assistance Screening is just one component of our comprehensive Patient Engagement and Receivables Management solution

The holistic Firstsource solution includes an entire stack of digital-first patient engagement and eligibility and enrollment services. They are specifically designed to uncover missing patient information and enhance engagement with patients across their journey, dramatically improving patient satisfaction as well as financial performance for hospitals.



Healthcare systems plagued with data extraction challenges, arduous implementation meetings, burdened IT resources, and long-involved contractual negotiations, are a thing of the past.

Introducing Firstsource Healthcare Cloud, a new, innovative platform in Revenue Cycle Management.

Our Cloud-native services are built to complement your existing infrastructure and provide patients with a superior user experience. Combining our rich domain experience with Intelligent Automation, we've found the proper balance between bot technology and Digitally Empowered Contact Center support.

The Cloud-first delivery model optimizes productivity and scalability with turnkey solutions powered by our comprehensive and in-depth cloud platform. Enhance your teams' collaboration in simplifying the patient experience, while continuously improving healthcare operations to eliminate revenue leakage, streamline care delivery, and focus on activities that improve patient health.

Learn how Firstsource Healthcare Cloud can help your organization transform financial performance and patient experience. Click here